



City Manager's Office

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Memo

To: Honorable Mayor and City Council

From: Saeed Kazemi, P.E., City Manager

Date: November 8, 2019

Re: Public Works Operations Audit

Copies: Grant Alley, City Attorney; Terry Cramer, Administrative Attorney, Richard Moulton, MBA, Director of Public Works

The City of Fort Myers recently engaged an outside firm to audit the Public Works Operations processes, programs and procedures over a six-month period with regard to the oversight of work being done by the division. There are areas in operations that have been identified as needing changes.

The Public Works Director is committed to making all the necessary changes in technology, protocol, and supervisory management to improve how policy is applied, technology is utilized and work is done to maintain a fair and equitable workplace. Strategic personnel changes are taking place today.

Areas being addressed include, but are not limited to upgrades to the work order and workforce management systems, inventory management and the Public Works Operations Center security.

Evaluation of the work order system to update and/or replace the system, originally purchased in 2007, was already in process prior to the audit. Bringing improved work order technology to the physical worksite is a priority for the department.

Phase 1 of the Public Works Operations Center security system was implemented last year, adding six new high definition cameras to supplement the existing lower-resolution camera network. For Phase 2, \$60,000 has been budgeted in fiscal year 2020 to purchase 10 new high definition security cameras.

GPS has been installed on 75% of the Public Works fleet vehicles, at a cost of \$350 per vehicle. The GPS systems have been installed on a phased, yearly basis as budgeted by the Public Works Department. All Public Works fleet vehicles will have GPS by the end of Fiscal Year 2020. A next-generation work order system will be able to correlate GPS data with worksite and task information.

A physical inventory is performed on Public Works property and equipment once a year, with random monthly spot checks to verify totals. Physical inventories are performed on the work trucks on a weekly basis.

The city relies on Public Works Operations staff to maintain vast yet nuanced city infrastructure, delivering municipal services 24 hours a day, seven days a week. Process improvements will help the department gain efficiencies and accommodate increased demand for services in the future.

I will keep you informed as the Public Works Department implements changes.

If you have any questions, please let me know.



Saeed Kazemi, P.E., City Manager

SK: sb